

Docket No. AUS920030979US1

ABSTRACT OF THE DISCLOSURE**AUTOMATED METHOD AND SYSTEM FOR
INTERACTING WITH TELEPHONE CALL TREES**

An automated method, system and computer instructions for users to visually navigate telephone call trees are disclosed. A caller can connect to an automated telephone answering service, and download the service's call tree. The caller can view a display with the call tree, and modify or rearrange the order in which the menu options of the call tree are displayed. The user can then store the modified call tree for use in the future. Responsive to the selection of a specified node in the displayed call tree, an automated process can create a macro or similar set of software instructions, which can be invoked by the calling device during a subsequent connection to the automated telephone answering system associated with the subject call tree, in order to enter a queue associated with the selected node that enables the user to interact with the selected node.